

FLORIDA RELAY

SERVICE CONTRACT

On January 4, 2005, the Commission approved staff's recommendation to award the contract to Sprint with service beginning on June 1, 2005. This is Docket 040763-TP. Sprint has been operating the FRS since June 1, 2000.



- To connect with Florida Relay... It's Simple, just dial 711... or dial
- 1-800-955-8771 (TTY/VCO)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole) available from 8 am to 2 am daily
- 1-800-676-3777 Sprint Relay Customer Service (TTY/Voice/ASCII)

Florida Relay is the independence link that enables standard telephone users to communicate with people who are Deaf, Hard-of-Hearing, Deaf/Blind or Speech Impaired who use specialized telecommunication devices, such as, a TTY (Text Telephone or TDD).

A Relay Operator (OPR) takes the phone call and acts as your confidential link to reach anybody, anywhere, 24-hours a day, 365 days a year, with no restrictions on the number of calls placed or on the length of calls. There is no charge for making local phone calls. Florida Relay accepts long-distance and international phone calls based on the caller's preference. Many long-distance providers offer discounted rates for long-distance calls through the relay service. It's the responsibility of the relay user (caller) to contact their long-distance provider of choice to see if a discounted rate is available.

Everyday, thousands of Florida residents relay on Florida Relay to make personal and business phone calls. Relay users have different needs and use different features; and users can communicate with other users. Some example of the type of relay users:

Text Telephone (TTY or TDD) - the caller types their phone conversation, the operator (OPR) voices typed words to the hearing person and types back the words being said; the caller reads the text message on the TTY screen and / or paper printout on the TTY.

Voice Carry-Over (VCO) - the caller can speak directly to the hearing person the operator (OPR) types back the words that are being said and the caller reads the text message on the VCO screen (or TTY).

Two-Line VCO - the caller needs two phones or a computer, one line is for speaking and one line is for receiving text messages.

Hearing Carry-Over - the caller listens to the person who is speaking, the operator (OPR) voices text messages to hearing person who speaks directly to HCO user without operator (OPR) interaction.

FLORIDA RELAY

Chapter 427 of the Florida Statutes concerning the TELECOMMUNICATIONS ACCESS SYSTEM.

DEFINITION OF TERMS AND ACRONYMS

- **ADMINISTRATOR** - A nonprofit corporation [427.704(2), F.S.] created by the local exchange telephone companies pursuant to Commission Order No. 24462 dated May 1, 1991.

That nonprofit corporation was created in June of 1991 and is known as Florida Telecommunications Relay, Inc. (FTRI). The Administrator has three basic roles: one is to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider [427.705(1)(d)&(g), F.S.], another is to distribute and maintain the specialized telecommunications devices [417.705(1)(a), F.S.] and the third is to provide community outreach and training on use of the relay service and specialized telecommunications devices [427.705(1)(a)-(b), F.S.]. The FTRI's offices are located in Tallahassee.

- **ADVISORY COMMITTEE** - A group of up to ten (10) individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment [427.706, F.S.]. The Advisory Committee's role is to provide input to both the FPSC and the Administrator on the development and operation of the Telecommunications Access System. The Advisory Committee has been actively involved in the implementation of TASA since May 1991. The Advisory Committee has met with the Commission staff on several occasions and also made presentations before the Commission.
- **FCC** - Federal Communications Commission
- **FPSC** - The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the system [427.704(1), F.S.]
- **LEC** - Local Exchange Company. These providers of local exchange telephone service have the responsibility of collecting the surcharge and submitting it to the Administrator.
- **PROVIDER** - The entity that provides the relay service [427.704(3)(a), F.S.]. The FPSC entered into a contract with Sprint to provide the relay service for the three-year period from June 1, 2005 through May 31, 2008.

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DEVELOPMENT OF THE TELECOMMUNICATIONS ACCESS SYSTEM

The major implementation issues were dealt with in 1991 and 1992. Since that time, the Telecommunications Access System has been continuing to meet telecommunications needs of the population of Florida. The table below identifies the major steps in development of the Telecommunications Access System.

Date	Event
April 24, 1991	TASA passed legislature
May 1, 1991	First Advisory Committee members named.
May 24, 1991	TASA became law.
June 13, 1991	Florida Telecommunications Relay, Inc. (TASA Administrator) incorporated as a nonprofit association.
July 1, 1991	TASA surcharge set at \$.05 per access line per month.
September 1, 1991	Responsibility for distribution of specialized telecommunications equipment transferred from Florida Council for the Hearing Impaired to Florida Telecommunications Relay, Inc.
September 16, 1991	First specialized telecommunications equipment distributed by FTRI.
August 15, 1991	Relay RFP issued for relay service beginning June 1, 1992.
January 17, 1992	Contract signed with MCI to provide Florida Relay Service.
June 1, 1992	Florida Relay Service formally begins processing relay calls out of the Miami relay center.
July 1, 1992	TASA surcharge increased from \$.05 to \$.10 per access line per month.
September 15, 1992	FPSC request for certification of Florida Relay Service sent to FCC.
July 8, 1993	FCC letter certifying the Florida Relay System as being in compliance with the FCC rules implementing the Americans with Disabilities Act. Certification is in effect from July 26, 1993 through July 25, 1998.
March 31, 1994	Final report of Deaf Service Center Association on results of pilot project on Special Needs.
August 4, 1994	Contract amendment with MCI to extend relay service contract for fourth year from June 1, 1995 to May 31, 1996.
November 1, 1994	TASA surcharge increased from \$.10 to \$.12 per access line per month.

July 1, 1995	TASA surcharge decreased from \$.12 to \$.10 per access line per month.
July 18, 1995	Contract amendment with MCI to extend relay service contract for fifth year from June 1, 1996 to May 31, 1997
July 1, 1996	TASA surcharge increased from \$.10 to \$.12 per access line per month.
August 14, 1996	Relay RFP issued for relay service beginning June 1, 1997.
April 8, 1997	Contract signed with MCI to provide Florida Relay Service for three years. (June 1, 1997 - May 30, 2000)
May 6, 1997	MCI offers a third 800 telephone number for ASCII users.
September 4, 1997	The FPSC, on behalf of the State of Florida, submitted an application for renewal of the certification of the Florida Relay Service by the FCC.
July 1, 1998	TASA surcharge decreased from \$.12 to \$.11 per access line per month.
July 1, 1998	The FPSC submitted its comments to the FCC on several relay issues in CC Docket No. 98-67, Telecommunications Relay Services and Speech to Speech Services for Individuals with Hearing and Speech Disabilities.
July 1, 1999	TASA surcharge decreased from \$.11 to \$.09 per access line per month.
October 7, 1999	Relay RFP issued for relay service beginning June 1, 2000.
January 11, 2000	Sprint selected as Florida's relay provider.
March 30, 2000	MCI assessed liquidated damage for service quality.
June 1, 2000	Sprint became Florida's Relay provider.
July 1, 2000	TASA surcharge decreased from \$.09 to \$.08 per access line per month.
August 2, 2000	MCI assessed additional liquidated damages.
November 7, 2000	The Commission voted to amend the contract with Sprint to incorporate changes mandated by the FCC beginning December 18, 2000.
November 7, 2000	The Commission voted to add Turbo Code as a service offered by Sprint.
May 15, 2001	The Commission voted to add Caller ID as a service offered by Sprint.
June 2001	The Commission received an award from the Florida Association for the Deaf for its service to promote relay advancements for Florida deaf citizens.
July 1, 2001	TASA surcharge increased from \$.08 to \$.12 per access line per month
August 1, 2001	711 used to access relay service in Florida.
May 21, 2002	The Commission voted to extend the Sprint contract for relay services until May 31, 2005.
July 1, 2002	TASA surcharge decreased from \$.12 to \$.08 per access line per month.

October 1, 2002	Applied to the FCC for recertification.
May 19, 2003	FCC Recertification application approved through July 1, 2008
July 1, 2003	TASA surcharge increased from \$.08 to \$.12 per access line per month
March 1, 2004	TASA surcharge increased from \$.12 to \$.13. The Commission voted to include Captel as a service.
July 1, 2004	TASA surcharge increased from \$.13 to \$.15 per access line per month.
September 21, 2004	Request for Proposals Released for relay service beginning June 1, 2005.
January 4, 2005	The Commission approved staff's recommendation to award the relay service contract to Sprint-Florida, Inc. for a three-year period beginning on June 1, 2005 and ending May 31, 2008.
June 16, 2005	FTRI 2005-2006 budget approved. TASA surcharge maintained at \$0.15 per access line per month.
October 13, 2005	Liquidated Damages assessed against Sprint for failure to meet typing speed requirements of 60 wpm on live relay calls.
February 7, 2006	Contract amended to reflect new FCC answer time requirements.
June 26, 2007	FTRI 2006-2007 budget approved. TASA surcharge maintained at \$0.15 per access line per month.
November 21, 2006	Contract amended to eliminate requirement that CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.
June 25, 2007	FTRI 2007-2008 budget approved. TASA surcharge reduced from \$0.15 to \$0.11 per access line per month.

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FLORIDA RELAY

TASA ADVISORY COMMITTEE

MEETINGS:

The date for the next Advisory Committee meeting is scheduled for **October 5, 2007**, in Tallahassee, Florida.

MEMBERS:

<p>Mr. Steve Howells Advocacy Center for Persons with Disabilities, Inc. 2671 Executive Center Circle, W., Suite 100 Tallahassee, FL 32301-5024 (800) 342-0823 - Voice (800) 346-4127 - TDD/TTY (850) 488-8640 - Fax s.howells@advocacycenter.org</p>	<p>Rick Kottler Deaf Service Center Association Inc. of Florida Fountain Plaza 10016 South Federal Highway Port St. Lucie, Florida 34952 (772) 335-5546 (772) 335-9733 dhhsrick@bellsouth.net</p>
<p>Issac Abenchunchan Florida Association of the Deaf, Inc. 13396 Gerona Drive North Jacksonville, FL 32246 issacandteena@gmail.com</p>	<p>Cheryl Rhodes Florida Deaf/Blind Association 500 Northfield Lane The Villages, FL 32162 (352) 751-5469 - TTY live.oak@comcast.net</p>
<p>Demetria Clark Verizon Florida LLC 106 East College Avenue Suite 710 Tallahassee, Florida 32301-7721 (850) 222-6300 Fax (850) 222-2912 demetria.c.watts@verizon.com</p>	<p>Maryrose Sirianni BellSouth Telecommunications, Inc., d/b/a AT&T Florida 150 South Monroe Street Suite 400 Tallahassee, Florida 32301 (850) 577-5553 Fax (850) 222-8640 Maryrose.Sirianni@bellsouth.com</p>
<p>Kathy Borzell Self Help for Hard of Hearing People 5010 Elberon Street Tampa, FL 33611 (813) 832-6810 - Voice kborzell@verizon.net</p>	<p>Jimmy L. Peterson, President Florida Association of the Deaf, Inc. 945 W. Michigan Ave, Suite 4B Pensacola, Florida 32505 (850) 433-7128 TTY/V (850) 438-0299 Fax jpeterson@fadcentral.org www.fadcentral.org</p>

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FLORIDA RELAY

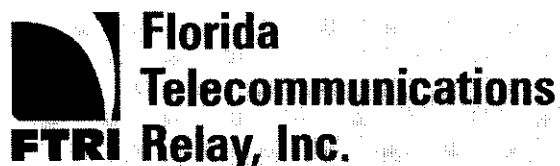
Florida PSC Staff Contacts:

Rick Moses, Chief Division of Competitive Markets & Enforcement (850) 413-6582 - Voice (850) 413-6583 - Fax rmoses@psc.state.fl.us	Bob Casey, Public Utilities Supervisor Division of Competitive Markets & Enforcement (850) 413-6974 - Voice (850) 413-6975 - Fax bcasey@psc.state.fl.us
Lee Eng Tan, Attorney Office of the General Counsel (850) 413-6185 - Voice (850) 413-6186 - Fax ltan@psc.state.fl.us	Karen Peacock, Statistician Division of Competitive Markets & Enforcement (850) 413-6832 - Voice (850) 413-6833 - FAX kpeacock@psc.state.fl.us

Other Contacts:

Florida Telecommunications Relay, Inc. Mr. James Forstall, Executive Director 1820 E. Park Avenue, Suite 101 Tallahassee FL 32301 (850) 888-292-1950 Ext. 230 - Voice/TTY (800) 222-3448 - Voice (888) 447-5620 - TTY (850) 656-6099 - FAX jforstall@ftri.org	Sprint Maggie Schoolar Sprint Account Executive 1321 Rutherford Lane, Suite 120 Austin, TX 78757 (512) 873-1020 - Voice (512) 873-1086 - Fax Maggie.schoolar@sprint.com
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Florida Telecommunications Relay, Inc.
Monthly TASA Surcharge Collection Report

Date: _____ For Period: _____

From: _____
 (Company Name)

Florida Company Code: _____

Date surcharge remitted to FTRI: _____

Remitted by: Check # _____ Wire Transfer _____

Number of access lines billed @ \$.11 each: _____
 (\$.11 beginning July 1, 2007)

Number of VoIP lines billed @ \$.11 each: _____
 (\$.11 beginning July 1, 2007)

Were any of the access lines prorated the surcharge? _____

1. Total surcharge billed	\$ _____
2. Less surcharge not collected	\$ _____
3. Plus surcharge collected (attributed to prior period)	\$ _____
4. Subtotal	\$ _____
5. Less 1% of surcharge collected	\$ _____
6. Total amount remitted to FTRI (fund administrator)	\$ _____

Prepared by: _____

Phone: _____

Signed by: _____

Email: _____

Approved by: _____

Date: _____

Please remit payment with form to:

Florida Telecommunications Relay, Inc.
Accounts Receivable Department
1820 E. Park Avenue, Suite 101
Tallahassee, FL 32301

Phone: 850-205-1470 ext. 224
Fax: 850-656-6099
Email: cbutler@ftri.org

Revised June 2007



Connecting People to People



About Us

Florida Telecommunications Relay, Inc. (FTRI) is a statewide non profit 501(c)3 organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Impaired. FTRI is also responsible for the education and promotion of the Florida Relay Service.

The Florida Legislature passed the Telecommunications Access System Act (TASA F.S. 427) in 1991. The intent of TASA is to provide basic telecommunications services for Hard of Hearing, Deaf, Deaf/Blind, and Speech Impaired individuals, in the most cost effective way possible. TASA mandates that the FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (landlines) in the State of Florida. The specialized telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

Customer Service

FTRI is committed to making sure all clients receive excellent service. If you have a concern or comment about any service you receive from FTRI or any of its Regional Distribution Centers, please contact us at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY), Monday - Friday, 8:30 a.m. - 5:00 p.m. Or you can write to us at:

Florida Telecommunications Relay, Inc.
Attn: Outreach Department
 1820 East Park Avenue
 Suite 101
 Tallahassee, FL 32301

Florida Public Service Commission

The Florida Public Service Commission (FPSC) regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can contact the FPSC for assistance.

To Call the FPSC: Dial 1-800-342-3552 (Voice), menu only. TTY users must call through Florida Relay (7-1-1) and call the 800 number mentioned above. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

If writing, mail to:

Florida Public Service Commission
 Division of Consumer Affairs
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399
 FAX Number: 1-800-511-0809

On the web:

[FPSC Home Page](#)
[FPSC Complaint Page](#)

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Connecting People to People



Frequently Asked Questions

Q: Who is eligible to receive a phone through the FTRI program?

A: Permanent residents of the State Florida who are deaf, hard of hearing, deaf/blind and speech impaired.

Q: How much does the specialized phone equipment cost?

A: FTRI loans the equipment to qualifying Florida residents for as long as the individual needs it, at no cost.

Q: How do I qualify or get a phone?

A: Complete an FTRI application; have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in your area.

Q: How do get an application for the FTRI program?

A: You may download and print an [FTRI application](#) from our website, or contact FTRI at 1-800-222-3448

Q: How is the program funded?

A: Florida law (TASA F.S. 427) requires that both the FTRI Equipment Distribution Program and the Florida Relay Service be funded by a monthly surcharge that is billed to all telephone consumers (landlines) in the State of Florida. Currently the surcharge is 15 cents.

Q: What do I do if my phone breaks?

A: If your phone breaks or malfunctions FTRI will replace it at no cost. Simply contact FTRI or the closest Regional Distribution Center to receive a new phone.

Q: If I move to another city in Florida, may I take my phone with me?

A: Yes, as long as you stay within the State of Florida, you can take your equipment with you. However, please contact FTRI and give them your new address.

Q: What if I move to another state, can I take my phone with me?

A: You may not take the phone equipment out the State of Florida for more than 90 days, so if you are permanently moving you must return your equipment to FTRI or to the nearest Regional Distribution Center (RDC) prior to moving.

Q: How will I know how to operate the equipment?

A: FTRI and the Regional Distribution centers will provide training on all of the phone equipment when you receive it.

Q: Are there any age requirements to receive a phone?

A: Applicants must be three years of age or older to receive most phones.

Q: Is FTRI a telephone company or a State agency?

A: No, FTRI is a non profit organization and the administrator of TASA law (F.S. 427). If you are having trouble with your phone line or phone service, you will need to contact your local telephone company.

Q: What happens if the power goes out during an emergency will I still be able use my phone?

A: Most of the equipment that FTRI provides comes with battery backup for emergency situations. It's recommended that you purchase batteries and replace them every 6 to 12 months to be prepared for an emergency situation. Please read your equipment manual, contact FTRI, or your closest Regional Distribution Center for information about battery size, etc.

Q: Do other states have equipment programs similar to FTRI's?

A: Many do—you can visit the TEDPA website for a listing of other state programs: <http://www.TEDPA.org>

Q: How can I get brochures or more information to share with others?

<http://www.ftri.org/index.cfm/go/public.view/page/11>

8/16/2007

A: All that you have to do is contact the FTRI Outreach Department: 1-888-292-1950 ext. 232 or outreach@ftri.org

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UPCOMING EVENTS

August 17, 2007 - 10AM to 12PM

Lake Kennedy Senior Center

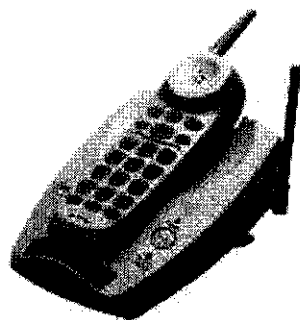
Cape Coral: 239-461-0334

August 17, 2007 - 9:00 am to 2:00 pm

The William and Marjorie McDonald Community Center

North Miami: 305-560-2866

[More events...](#)

WHAT'S NEW

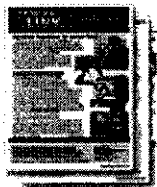
The amplified cordless phones have finally arrived!

FTRI is happy to announce that Amplified Cordless Phones are now available for qualified Florida residents at no cost. Supplies are limited, so contact the Regional Distribution Center nearest you for details.

BUSINESS PARTNERS

Don't hang up! Do business with customers who have a hearing loss or speech disability. Become Relay Friendly and have your business listed on FTRI.org at no cost. Stop burning up profits and sign up now!

Your business can receive **no cost** training material today and become "Relay Friendly".

NEWSLETTER

Learn how Tina Gabbard's life was changed in the most recent Florida Link Newsletter (PDF).

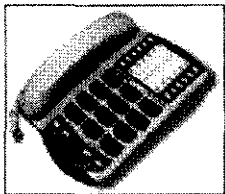
[Old newsletters...](#)

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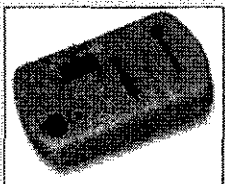
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Equipment

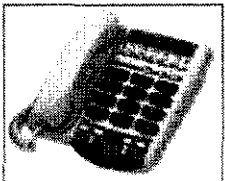
PHONES



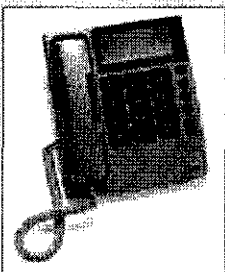
VCPH -This phone allows a Hard of Hearing user to increase the volume of incoming speech through the handset.



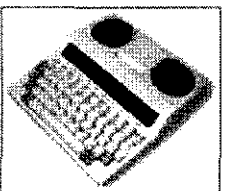
ILA -This battery operated amplifier connects to most corded telephones allowing a Hard of Hearing user to increase the volume of incoming speech through the handset.



VCO -This phone allows a severely Hard of Hearing user to speak for themselves and read incoming speech using the Relay service.



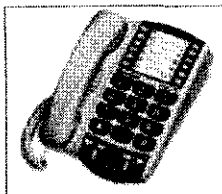
CapTel (captioned telephone) -This amplified phone allows a severely Hard of Hearing user to speak for themselves and read the incoming text.



TTY/TDD (Telecommunications Device for the Deaf) -This phone allows a Deaf individual to type and then read the response using the Relay service.



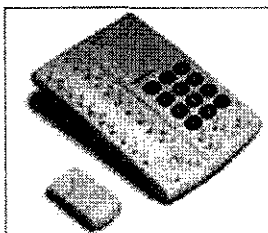
Uniphone -This phone combines both a TTY/TDD and a standard phone to serve both hearing and Deaf individuals.



VCPS -This phone amplifies the outgoing voice for a Speech impaired individual.



TeliTalk -This phone allows an individual with a Laryngectomy to speak on the phone using a built in artificial larynx.



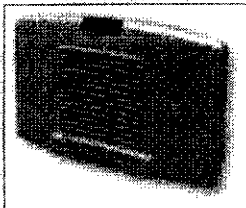
Speakerphone -This phone allows an individual who is Hard of Hearing or Speech Impaired and unable to hold a receiver (handset) to their ear.



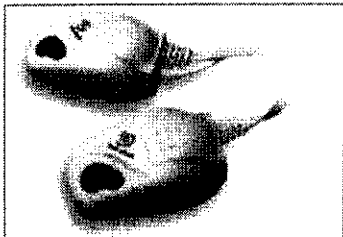
Infrared -This phone allows a user who is both Mobility impaired and speech impaired to connect to a speech generating device using an infrared link.



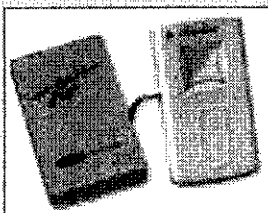
Braille TTY -This telephone allows a Deaf and Blind individual to type and then read the response using a refreshable Braille keypad through a Relay service.



ARS -The audible ring signaler plugs into a jack away from the telephone to alert the Hard of Hearing user that the phone is ringing.



VRS -visual ring signaler connects to a lamp causing it to flash on and off alerting the individual that the phone is ringing.



Tactile ringer -this ringer vibrates to alert the Deaf and Blind user that the phone is ringing.

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Connecting People to People



What is the Florida Relay Service 711?

The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial **7-1-1**, or use the appropriate toll free numbers

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8260 (VCO-Direct)
- 1-877-955-5334 (STS)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Cr)

Emergency Assistance

- In case of an emergency, Relay users should call 9-1-1 directly or the emergency services center in their community
- If a relay user attempts to dial 9-1-1 through the Florida Relay Service the Relay Operator will transfer to the call to the nearest Public Safety Answering Point (PSAP), but remember: calls placed directly to emergency service 9-1-1 will save valuable time in urgent situations.

Customer Service

Florida Relay customer service is available 24 hours a day 365 days a year.

1-800-676-3777 (English)
1-800-676-4290 (Spanish)



WHAT IS THE FLORIDA RELAY SERVICE?

The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind or Speech Disabled. Through the Florida Relay Service people who use specialized telephone equipment, such as a TTY (Text Telephone) can communicate with people who use standard telephones.

Florida Telecommunications
FTRI Relay, Inc.

1820 East Park Avenue, Suite 101
Tallahassee, FL 32301
1-800-222-3448 (Voice) 1-888-447-5620 (TTY)

www.ftri.org

CATCH THE RELAY WAVE AND MAKE A CALL TODAY!

*Using Relay
to call my
grandmother
usually gets me
to the beach!*



DIAL 7-1-1 to use relay anywhere!

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Connecting People to People



Links

Organizations/Associations

- [Able Trust](#)
- [Alexander Graham Bell Association for the Deaf and Hard of Hearing](#)
- [Deaf Service Center Association](#)
- [Florida Association of Speech-Language Pathologists & Audiologists \(FLASHA\)](#)
- [Florida Association of the Deaf \(FAD\)](#)
- [Florida Coordinating Council for the Deaf and Hard of Hearing \(FCCDHH\)](#)
- [Florida Laryngectomy Association](#)
- [Hearing Loss Association of America \(HLAA\)](#)
- [National Association of the Deaf \(NAD\)](#)
- [TDI Online](#)
- [Telecommunications Equipment Distribution Program Association \(TEDPA\)](#)

State/Government

- [Florida Public Service Commission](#)
- [Lifeline Assistance Program and Linkup Florida](#)
- [MyFlorida.com](#)

Schools/Education

- [Florida School for the Deaf and Blind](#)
- [Oral Deaf Education](#)
- [National Deaf Academy](#)

Regional Distribution Centers

- [Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties](#)
- [Center for Independent Living in Broward County](#)
- [Center for Independent Living of Central Florida](#)
- [Center for Independent Living of North Central Florida](#)
- [Deaf and Hard of Hearing Services](#)
- [Deaf and Hard of Hearing Services of Lake and Sumter Counties](#)
- [Deaf and Hard of Hearing Services of NW Florida](#)
- [Deaf and Hearing Connection of Tampa Bay](#)
- [Deaf Service Center of Palm Beach County](#)
- [Deaf Service Center of SW Florida](#)
- [Hearing Impaired Persons in Charlotte County](#)
- [Independent Living Resource Center of NE Florida](#)
- [League for the Hard of Hearing-Florida](#)

Equipment Manufacturers

FTRI - Links

- [Clarity](#)
- [Sonic Alert](#)
- [Silent Call](#)
- [Ultratec](#)

Relay

- [Sprint Relay](#)
- [Sprint IP](#)
- [Florida Video Relay Service](#)

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Connecting People to People



Find a business in your area

See the businesses that have already become "Relay Friendly." Select your city or the type of business you want to see.

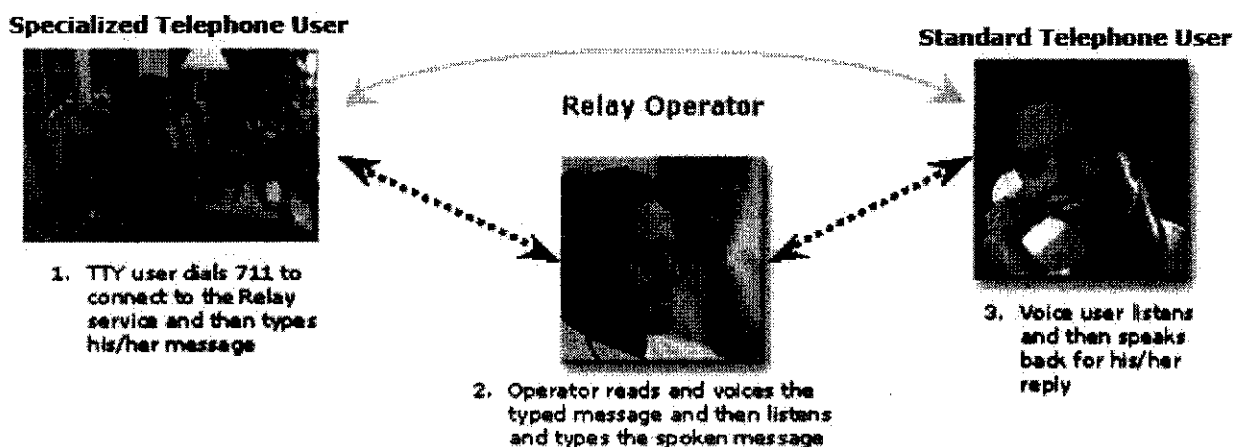
Business type:

City:

Florida Businesses: Become a Florida Relay Business Partner

Would you be upset if you tried to call a business and they kept hanging up on you? Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, and Speech Disabled experience this frustration every day because so many businesses in the State of Florida do not understand how to accept a telephone call from the Florida Relay Service.

Florida Relay is a public service that allows people who have a hearing loss or speech disability to communicate over the phone. A Relay operator serves as the communications link, between people who use specialized telephones and people that use standard phones.



So stop burning up profits and become "Relay Friendly" today! If you answer the phone and hear, "Florida Relay Operator 2679, have you received a relay call before?" Don't Hang Up, Do Business, because someone is calling you though the Florida Relay.

Sign up now to become a "Relay Friendly" business partner and receive the following at absolutely No Cost:

- Training material for you and your employees
- Advertising on the FTRI website, so that Relay users in your area can contact you.
- Reproducible artwork which can be incorporated into your current marketing plan, such as brochures and fliers.
- A press release to announce your "Relay Friendly" status to the public.
- A certificate to hang up in your place of business.

Become a Business Partner

or are you already a FTRI Business Partner?

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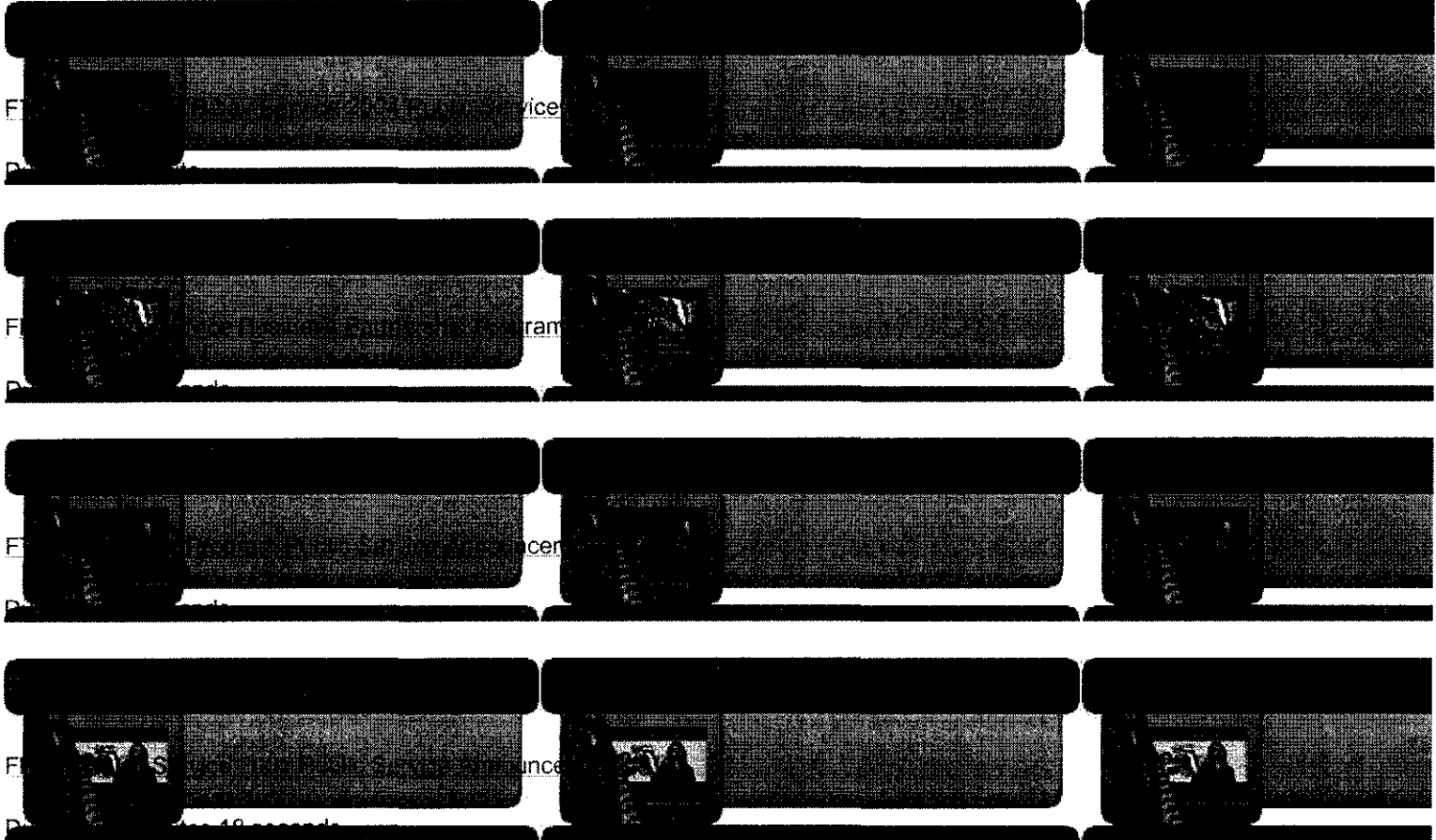


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Public Service Announcements

These videos are hosted on Google Video. Just click a title to watch the video.



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Connecting People to People



Demographics and Statistics

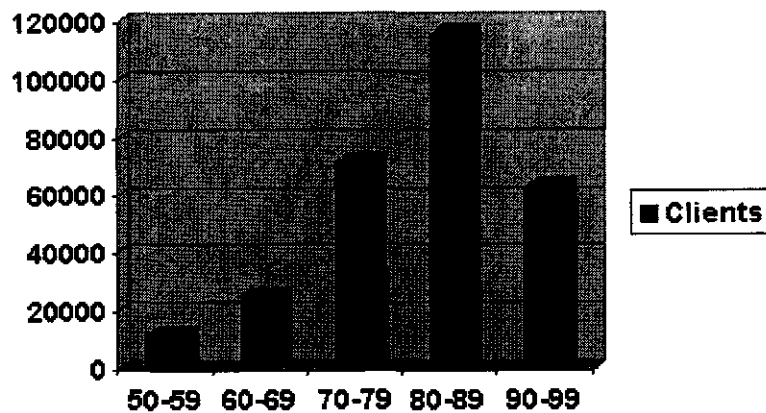
FTRI Client information

New Clients	FY 2005/2006	FY 2004/2005	From Inception
Hard of Hearing	25,784	38,613	352,602
Deaf	410	327	12,477
Speech Impaired	257	277	2,775
Dual Sensory	115	79	896
Totals	26,566	39,296	368,750

New Equipment	FY 2005/2006	FY 2004/2005	From Inception
VCPH	43,680	61,825	464,310
ARS	7,766	9,778	158,516
VRS	1,690	1,886	26,642
TTY	811	898	18,410
Others	2,423	1,810	18,733
Totals	56,370	76,197	686,611

The breakdown of total active clients by age group since the programs inception (1991) is as follows:

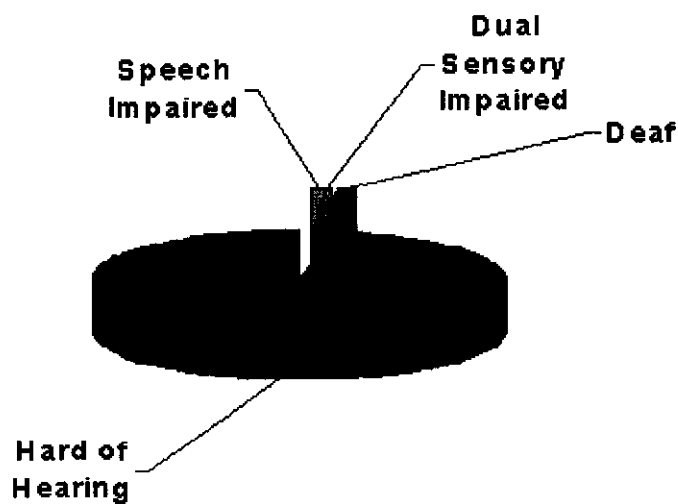
Age Group Recipients	
4 - 9	845
10 - 19	2,111
20 - 29	3,029
30 - 39	4,097
40 - 49	7,594
50 - 59	13,243
60 - 69	28,924
70 - 79	79,545
80 - 89	125,150
90 - 99	65,503
Other	12,521
Total	342,562



Fiscal Year 2005/2006 Client information

FTRI served 26,566 new clients in fiscal year 2005/2006. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	410
Hard of Hearing	25,784
Speech Impaired	257
Dual Sensory Impaired	115
Total	*26,566



The FY 2005/2006 the breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 - 9	48
10 - 19	137
20 - 29	143
30 - 39	187
40 - 49	455

50 - 59	1,195
60 - 69	3,517
70 - 79	8,052
80 - 89	9,671
90 - 99	2,669
100 - 109	94
Total	26,566

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately seventy-five percent of all recipients served in fiscal year 2005/2006 were seventy years of age or older.

New Client Certification

Professionals involved with the certification of FTRI client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	13,252
Audiologist	7,204
Hearing Aid Specialist	4,304
Licensed Physician	986
State Certified Teacher	158
State Agency	236
Speech Pathologist	271
Federal Agency	155
Total	26,566

Statewide Demographics By District and County

Florida Department of Education Division of Vocational Rehabilitation State of Florida Estimated Prevalance of Hearing Impairment (Ages 3 or Older) - 2003

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
State	Florida	16,696,659	1,435,912	1,354,091	81,821

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
District 1	Bay	151,901	13,063	12,319	744
	Calhoun	12,567	1,081	1,019	62
	Escambia	297,272	25,565	24,108	1,457
	Franklin	10,069	866	817	49
	Gadsden	45,279	3,894	3,672	222
	Gulf	14,789	1,272	1,199	73
	Hamilton	13,710	1,179	1,112	67
	Holmes	18,628	1,602	1,511	91

Jackson	46,408	3,991	3,764	227
Jefferson	13,695	1,178	1,111	67
Lafayette	7,009	603	568	35
Leon	243,995	20,984	19,788	1,196
Liberty	6,902	594	560	34
Madison	18,309	1,575	1,485	90
Okaloosa	175,708	15,111	14,250	861
Santa Rosa	127,212	10,940	10,317	623
Suwannee	36,121	3,106	2,929	177
Taylor	19,339	1,663	1,568	95
Wakulla	24,900	2,141	2,019	122
Walton	43,843	3,770	3,555	215
Washington	21,419	1,842	1,737	105
District Totals:	1,349,075	116,020	109,408	6,612

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
District 2	Alachua	222,254	19,114	18,025	1,089
	Baker	22,793	1,960	1,848	112
	Bradford	26,297	2,262	2,133	129
	Citrus	123,685	10,637	10,031	606
	Clay	152,093	13,080	12,335	745
	Columbia	58,028	4,990	4,706	284
	Dixie	14,063	1,209	1,140	69
	Duval	806,120	69,326	65,376	3,950
	Flagler	57,377	4,934	4,653	281
	Gilchrist	14,720	1,266	1,194	72
	Levy	35,953	3,092	2,916	176
	Marion	272,553	23,440	22,104	1,336
	Nassau	60,558	5,208	4,911	297
	Putnam	71,016	6,107	5,759	348
	Saint Johns	136,038	11,699	11,032	667
	Union	13,877	1,193	1,125	68
	Volusia	459,435	39,511	37,260	2,251
District Totals:		2,546,860	219,028	206,548	12,480

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
District 3	Brevard	495,576	42,620	40,191	2,429
	DeSoto	32,819	2,822	2,661	161
	Hardee	27,333	2,351	2,217	134
	Highlands	89,952	7,736	7,295	441
	Indian River	118,007	10,149	9,570	579
	Lake	233,835	20,110	18,964	1,146
	Martin	132,218	11,371	10,723	648
	Okeechobee	36,906	3,174	2,993	181
	Orange	946,484	81,398	76,760	4,638
	Osceola	190,187	16,356	15,424	932

	Polk	498,721	42,890	40,446	2,444
	Saint Lucie	205,420	17,666	16,659	1,007
	Seminole	365,196	31,407	29,618	1,789
	Sumter	57,517	4,946	4,664	282
District Totals:		3,430,171	294,996	278,185	16,811

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
District 4	Hernando	138,470	11,908	11,229	679
	Hillsborough	1,053,864	90,632	85,468	5,164
	Manatee	280,511	24,124	22,749	1,375
	Pasco	371,245	31,927	30,108	1,819
	Pinellas	926,716	79,698	75,157	4,541
	Sarasota	339,625	29,208	27,544	1,664
District Totals:		3,110,431	267,497	252,255	15,242

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
District 5	Broward	1,709,118	146,984	138,609	8,375
	Charlotte	148,678	12,786	12,057	729
	Collier	276,691	23,795	22,439	1,356
	Glades	10,786	928	875	53
	Hendry	36,891	3,173	2,992	181
	Lee	475,639	40,905	38,574	2,331
	Palm Beach	1,190,390	102,374	96,541	5,833
District Totals:		3,848,193	330,945	312,087	18,858

Area	County	General Population	Hearing Impaired	Hard of Hearing	Deaf
District 6	Dade	2,332,599	200,604	189,174	11,430
	Monroe	79,330	6,822	6,434	388
District Totals:		2,411,929	207,426	195,608	11,818

1. Definitions:

- Hearing Impaired - this term covers all individuals having various hearing losses, ranging from mild to profound - including those who are deaf or hard of hearing.
- Deaf - this term covers all individuals who are deaf in both ears, cannot hear and understand any speech, or at best, can hear and understand words shouted in the better ear.

2. State and County Population estimates on April 1, 2000 were provided by the Census 2000 Data for the State of Florida, Public Information Office, U.S. Census Bureau, Washington, D.C. 20233, Phone: 301-457-3030. Website: www.census.gov.

3. Prevalence rates for Hearing Impaired (8.6%) and Deaf (.49%) were taken from Demographic Aspects of Hearing Impairment (3rd Ed.), Center for Assessment and Demographic Studies, Gallaudet Research Institute, Gallaudet University, Washington, D.C. (1994). The prevalence rates only covered ages 3 or older since their source - National Center for Health Statistics - does not collect data on persons under 3 years of age.



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LECs and ALECs - Forms and Information

TASA - Telecommunications Access Systems Act (Florida Statute 427)

Surcharge Remittance Report

Contact Enclosure

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Outreach Secretary

To call, first dial Toll Free 1-877-243-2823 then enter my phone number 850-656-0004
or dial 888-292-1950 Ext. 232 (to leave a message)

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